

From June 30, 2002 to December 31, 2005, I had been working to think about CNN news which stopped closing captions after 11 PM EST. Into 2006, CNN extends to 2 AM EST but resumes at 6 AM EST.

In fact, VITAC provides CNN news all live closed caption service but CNN failed to provide for rerunning the programs between 11 PM EST to 7 PM. That was a problem due to the digital/analog disk storage disk drive that saved the programs before the VITAC connected with CNN via the telephone to its modem from the typewriter (type). I faxed to Turner network in Atlanta, Ga that they needed to move the disk storage device after the VITAC (caption service) in order to capture encode the closed caption text, picture and audio that could enable rerunning with its closed caption text better for deaf Californians.

One deaf professional guy told me that he was frustrated to watch live CNN news at 11 PM PST in California as there was no closed caption text there.

My suggestion was sent to tech group to review but it sounds not moving the storage device (before caption service) to after caption service) was not done. However I noticed that VITAC merged mixed up live and pre-caption scroll by cooperation with CNN staff before that moment. It saves a lot of money expensive better.

I realized that CNN and other vendors are due to the security issues as very higher priority issue than closed/open caption issue. It was very painful to us, deaf professional people as frustrated in west coast.

I have been waiting for my suggestion to move the disk storage devices to after closed caption service was never done because of due to security issue higher priority. If it is done, it will enable into the video streaming with its closed caption into the web. My subscription was paid to Comcast with my email but we are still frustrated to look at its FAN video clips without any caption text yet.

I still look for any vendor to support enabling closed/open caption text from the program into rerunning program plus its video streaming into the web. CNN and other web sites offer but we still not join with the services without caption texts.

Good News- about VRS. One incident was happened to National Geographic Channel in September to rerun for "Inside 9/11" after 9 PM EST under Comcast with HD box channel 109. first time to see without closed caption text. I rushed to call SorensonVRS to contact with Montgomery County Comcast Silver Spring.

My call was connected with SorensonVRS at Burton Rouge, Louisiana as the VRS site. Comcast agent explained me low-tech words that caused me to demand, "Where are you now?". Indeed the customer agent was in Louisiana. I signed as screamed at that guy, "Get you out and I demanded to get the direct phone number in Montgomery County. Yes, I got phone and called but no answer to me in many minutes as I gave up.

I wonder why in many states in the past, indeed I talked among deaf callers and we suspected the problem. Then I had been watching for next incident. Finally the Comcast customer agent said that I traced to "866-327-88"..... as that proof was there.

Therefore They went into blind spot that their ID caller (reverse) went to stop at either VRS site but not stop at our homes. It was happend in December 2006.

In Feburary 2007, I visited in Utah and met the interpreter director and got my point and acknowledged the problem but waited for Sorenson VRS engineers to solve that problem by using the database via their ip address callers with their phone and put phone into the tracker or ID callers to the Comcast customer agents correctly. I am glad to see it solves this year and reduce frustrated deaf customers for Comcast but it needs to verify on other VRS services ahead soon. Well, It took me a lot of times and encountered many agents in different states for two years until the last straw fell on the very heavy loaded on the camel last December.

Yes, Support the existing videophone numbers that not stop at any VRS sites in the future according to NAD web site including conflict of interest between Dlink and SorensonVRS databases via third parties.

Using HBO under Comcast with its old movies with analoged closed caption, It ran into the Motorola HD box, model 6214 for using open caption with my new HDTV monitor but I sometimes missed winked

closed caption text in less than 1/4 or before I could read it entirely. Due to 525 lines to 1080 was to reduce timing shorter.

I joined subscription on on-demand but I had quit because of all channels without closed captions but I remembered I saw them for only live caption only but problem to save the existing caption text yet.

Of course, I was aware that classic american movie channel has stopped using closing captions in few months past but I did not know about the pre-rule as I was surprised to learn.

I think many non-profit organizations should study on many closing captions services in order to avoid live caption and use the scoroll methods that saves a lot of time and I agreed with FCC that gives them to study and compile on the regulation.

For example, I was sorry for CNN news (tuner network) wasted a lot of money for using live caption daily as I witnessed that they paid on NCI on Saturday morning 11 AM the rerunning program and paid to VITACT at 3PM as same running program again. I verified and discovered that both closed caption texts were not synchrinized texts in December 2002 until I visited at NAB at las Vegas and identified the problem that CNN news need to move the disk storage to after the closing caption and informed to CNN but it still never happens - due to security issue than access ibiltiy issue.

For example, I purchased the movie cassette - Blue-Ray formated under 21th or Fox entire. company with clearly "CC" symbol at College Station, Texas and tried to run on Blue-Ray player with HDTV but it was working for only subtitle only but not closed caption. I am afraid that misunderstand or misinformation on deaf customers to purchase and play on Blu-Ray player as same as HD-DVD players.

I still not know if existing closed caption will be gone or convert into the open caption text with the HD box with my HDTV monitor. I heard that some deaf customers were frustrated with purchasing HD box plus almost all HDTV broadcast companies failed to use E1a-708B chlip to us so longer but they still convert analog into digital closing caption text as I was very painful to watch first time but

never happens. In July 2007, all HDTV monitor requires tuner inside so I am curious to observe next summer.

Of course, I noticed that Comcast's service was improved as I asked them to update configuration for switching for new cable modem, Motorola model SB5120 in few minutes via calling VRS than in 2005 that took me two months terrible as waste due to wrong information with reversed ID callers to Comcast and not experienced agents.

My suggestion is to require all renewed license or require them to learn about the closed captions in their schools before work full-time and change their daily habit into making the TV programs into pix, audio, closed caption and blind audio for hearing, deaf/HH and blind fans in the future. Sometimes my wife and I were frustrated to explain the tech guys who did not know about open/closed caption texts since Comcast updated the firmware to disable open caption no longer effective September 11, 2005 because of many complaints from hearing complaints due to duplicated caption text on the screen.

So I will try to see if they will update my individual firmware to enable open caption on Motorola model 6412 HD box only because of other deaf guy who got updated firmware only as I tried to restore the firmware but the lower-level agents told me that they could not do since September 11, 2005 but my thanks to FCC who wrote the letter to Comcast that led me to got acquired with the engineer who answer my long-time question in five months. Later I found a new monitor HDTV that was not bother on analog closed caption text by using volume or check any display. It was Olevia LCT "23 monitor. Old Sony TV set was very good that keep closed caption text but latest Sony TV set was no good that interrupts closing caption for few seconds. It was due to default closed caption in any hotel.

Good luck to FCC to compile for using third parties to support existing vp phones to support different videophones. Check with high-speed to give good reason price for non-computer users including my mother to have videophone and its cable modem to keep at least 512 Kbps but Road Runner offers me to pay \$59.99 for 1 MB upload and 15 MB KBPS but it was not fair. It needs new deaf policy among many deaf users without any computer. Push 384 to 768 Kbps upload in the future as standard better.

My deaf mother got special permission into business account to have at 512 KBPS in Bryan-College Station under Cox but now Sudden Link for few years. She paid 39 dollars per month as wonderfully but the roadrunner under Austin, Texas does not have any deaf policy or good reason to have special rate among deaf users in the future. Tomorrow I work to decrease from 384 to 256 upload to solve the problem that causes frozen screen or failure on videophone-100 that she will get replaced VP-200.

That's all that I think and hope your staff compile into several issues and check with vendors in our country. One deaf lived in Washington DC news broadcasts were wonderful but move to Las Vegas as the guy was frustrated to miss living news reporter without any closed caption.

Last time was to discuss with Mr. Gernald Keller, ass. engineer for KBTB channel 3 that provided very poor quality closed caption text that on January 22, 2007 I tried to learn how much measure but I got "HD inches" via Sudden Link TV cable. I hope he compiles my comment. Every control room needs to observe live TV monitor plus closed caption text on other monitor every second and spot any problem in local or national broadcast. It needs new troubleprocessing center in USA so we, can call them to check any real-time but the center that needs experienced staff to determine false or true complaint either before inspect or verify on that spot.

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